



## Click Academy Adults Leadership Programmes and Places Terms & Conditions

1. **The Provider:** Flourish Learning Ltd, a company registered in England and Wales with registration number 06158047 and whose registered office address is Switch House Suite B2, First Floor, Northern Perimeter Road, Bootle, England, L30 7PT.
2. **The Purchaser:** The course purchaser, as stated on the invoice, who is either an individual delegate or is responsible for their delegates.
3. **Booking:** Places on courses can be booked online by individual delegates or by organisations on behalf of delegates. However, should bookings for places on multiple courses or for multiple delegates be required, then the Purchaser should contact the Provider either at the office on 03300 560555 or by email [adultcare@Flourish.co.uk](mailto:adultcare@Flourish.co.uk).
4. **Payment:**
  - a. Online payment is required at the time of booking at the price stated for individual places. A payment receipt will automatically be sent to the email address that the Purchaser provides; should this not be received, then the Provider can be reached on 03300 560555 or via [adultcare@Flourish.co.uk](mailto:adultcare@Flourish.co.uk).
  - b. For multiple bookings, the Provider will take these at the price stated, with an invoice offering seven-day payment terms to follow. However, bookings will not be confirmed until payment has been received. Payment must be made at least 2 weeks prior to the start of the programme. The price does not include travel, accommodation, meals or other related expenses, unless explicitly stated. VAT will be added to the online price.
5. **Course Numbers:** Programmes are limited to a maximum of 14 delegates for Well Led 18 delegates for Lead to Succeed and 10 delegates for Leading Change Improving Care; this allows all delegates the opportunity to engage in discussions and more active participation.
6. **Joining Instructions:** Information will be sent to delegates by email at least seven days prior to each module and again on the day of the module, 1 hour before the start. The Provider will not be responsible for non-arrival of registration information; delegates should check their spam folder. The Provider can be reached on 03300 560555 or via [adultcare@Flourish.co.uk](mailto:adultcare@Flourish.co.uk) if joining instructions are not received within seven days of the event.
  - a. Each delegate is required to join using an internet accessible device. One device should be used per delegate. Mobiles phones are not advised to be used.
  - b. Cameras must be kept on during the duration of the programme module. Delegates are advised to use headphones and a mic in order to keep background noise to a minimum.



- c. We recommend that delegates join each webinar five to ten minutes in advance of the scheduled start time, in case of any issues with their device, but must ensure they join each webinar no later than ten minutes after the start time. No admittance will be given after this point.
  - d. If the delegate is deemed to not have safely joined (i.e. the delegate has joined whilst driving) the delegate will be removed from the module and asked to rebook at a cost to The Purchaser.
7. **Missing A Module:** If a delegate cannot make, or misses, one or more of the modules as part of a multi-day programme, then the Provider should be contacted as soon as possible on 03300 560555 or via [adultcare@Flourish.co.uk](mailto:adultcare@Flourish.co.uk) to book a replacement module to catch up on any missed content. Options include a one-to-one with a trainer, a webinar or an alternative date, depending on availability and all of which are chargeable, unless there is an event or space available that can be offered free of charge, e.g. at short notice due to a cancellation. The Purchaser should ensure that a delegate can attend all modules prior to booking. All missed modules will be charged at the full rate of the programme divided by the number of modules.
  - a. Leading Change Improving Care programmes must be completed in module order, due to the interactions and group activities involved within the programme. If a module cannot be attended, a delegate/the Purchaser will be required to restart the full programme at their own cost.
8. **Changes:** The Provider reserves the right to update the content of a course, change course timings, change the trainer or move any face to face programmes to an alternative location close (defined as within ten miles) to the original venue.
9. **Purchaser Cancellation:** The following refunds apply for cancellations:
  - a. 3 or more weeks' notice of course date – 80% refund is given.
  - b. Between 2-3 weeks' notice of course date – 50% refund is given.
  - c. Less than 2 weeks' notice of course date – a refund is not available.
  - d. Delegates who fail to attend or do not complete training are not eligible for a refund. It may be possible to transfer delegates to an alternative date, provided the course does not take place within the next 21 days, subject to alternative course availability or a suitable substitute may attend the course, provided the Provider has been notified in advance (prior to the course date, a minimum of 2 working days' notice).
10. **Provider Cancellation:** The Provider reserves the right to cancel or to arrange an alternative date for a course and, in which case, a full refund will be made, unless the delegate transfers their booking to an alternative date or course. Delegates are encouraged not to book travel or accommodation more than 14 days prior to the course



date as the Provider shall not be liable for any other loss or expense arising from a cancellation, date or course change.

11. **Completion:** Upon successful completion of the programme each delegate will be issued a certificate of completion. No certificates will be issued for partially completed programmes.
12. **Intellectual Property:** Course materials may not be copied or reproduced or disclosed to any third party without prior written consent of the Provider. This includes materials created by the Provider and those delivered under third party licence.
13. **Non-Solicitation:** The Purchaser agrees that for the period after booking a course and until expiry of twelve months after the course, the Purchaser shall not, without prior written agreement from the Provider, knowingly employ or engage on any basis or offer employment to anyone employed or engaged by the Provider who have been associated with the service provided.
14. **Data Protection:** The Provider is registered with its designated statutory authority, the Information Commissioner's Office (registration number Z1710421). The Provider will need to hold personal data in order to provide services to delegates. Information to any third parties is only provided with the consent of the delegates. Reasonable technical and procedural precautions are taken by the Provider to prevent the loss, misuse or unauthorised alteration of personal data. The Provider may inform delegates about other courses and services provided, though such messages can be stopped at any time by contacting the Provider. Full details of our Privacy Policy can be found on our website. The Provider does not hold or retain payment details; these are processed by Stripe under their Global Privacy Policy.
15. **Jurisdiction:** These terms and conditions are governed by and construed in accordance with the laws of England and the parties agree to submit to the exclusive jurisdiction of the courts of England